

**Nebraska Central Telephone Company  
Customer Privacy Policy April 1, 2002**

**The Information We Obtain and How We Use It**

The information we obtain from you is generally necessary for us to provide your telecommunications services and design new services for your future use. For example, we need to know your name, address, and the services you buy from us to properly provide and bill for those services. When you call us, our representatives access account records and may refer to your bill, your calling patterns, and other information we have in order to answer questions you may have or to recommend how we can best serve you.

We may also use information in our records to protect our customers, employees, or property – for instance, to investigate fraud, harassment or other types of unlawful service activities occurring over facilities operated by NCTC or other carriers with whom we do business. In some cases, it may be necessary to provide this information to government agencies or third parties who make a lawful demand for it.

We utilize customer information within our NCTC companies to enable us to better understand our customers' product and service needs, and to learn how to best design, develop, and package products and services to meet those needs. Like a larger business, we may, at some future date, structure our company to include a number of affiliated entities. Currently, our primary lines of business include local and long distance services, wireless Internet service, web hosting, web page design, Internet access for businesses and consumers, DSL (Digital Subscriber Line) service, and on-line services. We also offer other products and services, for example, telephone equipment and voice mail services.

**Accuracy of the Information We Hold**

We want the information we obtain and use concerning our customers to be accurate. If your service information or your personal contact information changes or you see an inaccuracy on your NCTC bill, please let us know so we can correct it.

**Security and Accountability**

We have information systems that collect and store customer information in addition to systems that store our own business records. These systems have different types of security as appropriate for the information stored. NCTC recognizes the importance of maintaining the confidentiality of customer information and requires its employees to keep customer information confidential.

**Providing Services to Enhance Your Privacy**

Non-published numbers, Caller ID and Caller ID blocking services, Call Trace, Call Return, Anonymous Call Rejection, and Call Screening are among the privacy services NCTC offers to enhance your privacy.

**Disclosure of Information Outside NCTC**

As a general rule, NCTC does not release customer account information to unaffiliated third parties without your permission. There are exceptions to the general rule. For example, we may be required to provide information to regulatory or administrative agencies so that they can accomplish their regulatory tasks, such as responding to a customer complaint, or to maximize the efficiencies of our own processes, such as correcting mailing addresses. Other disclosures will be driven by legal requirements imposed on NCTC. NCTC complies with "legal process", such as subpoenas, court orders, or other similar demands associated with either criminal or civil proceedings.

**Disclosure of Account Information**

If you tell us in writing to release your account information to someone, we will honor your request and provide that information.

Your account information is released to other carriers when you give us your permission or when such carriers advise us that they have your approval to access the information. This most often occurs with respect to a sale of service that another carrier wants to make or has made to you. Unless we are advised that your permission has been granted, we will not release the information.

We may provide account information to collection agencies when customers do not pay their bills. We restrict the use that can be made of this information to collection activities only for NCTC charges and for the charges that we bill for other carriers.

**Disclosure of Customer Telephone Numbers, Names, and Addresses**

Telephone number, name and sometimes address information is "released" by NCTC in different ways. It is sometimes released as "lists" to entities that are entitled by law to receive the information or which have entered into contracts with NCTC to receive it. The information is sometimes released through the network "transactionally", such as when your phone number and name are released through a Caller ID mechanism. Sometimes the information is provided in reports to those persons who are being called by you and want to know who is calling them and when. Whether a number is recognized as "published" or not will generally depend on the medium by which the number is captured and released.

For example, a person can ask NCTC to include the person in directories (that is "publish" their number) or not. Persons may ask that their name, address and phone number not be published in directories, but be included in Directory Assistance (non-listed numbers). Alternatively, persons can ask that their name, address and phone number not be either in directories or in Directory Assistance (non-published). All of these terms refer to a "listing" status.

However, the telephone network does not recognize a number as published/listed or non-listed or non-published. Thus, the network will "pass" that number to interconnecting carriers (local, long distance, wireless) and to called parties. Only if the network (a) has the capability to block the number; and (b) you have invoked a blocking mechanism will the called party (but not the carriers transporting the call) be unable to see the calling number. In those instances in which both the calling number and name are "carried" as part of the network call, generally both will be displayed or both will be blocked.

In some cases, such as on some party- or coin-operated lines, as well as calls to pay-per-call (900) or toll-free numbers (such as 800/866/877/888 numbers), the network does not have the capability to block your underlying phone number even if you invoke Caller ID blocking. There may be other services that rely on this type of automatic number identification (ANI) technology, such as cable companies that offer movies keyed to the automatic delivery of your phone number or fast food delivery companies that route your calls to the closest stores based on your number. There are a variety of businesses that subscribe to these types of services. By federal regulation, however, businesses that utilize this technology can only use such technology to provide you the service in question or one directly related to it. Because federal law requires phone numbers associated with facsimile transmissions to be released as part of the facsimile, these phone numbers are not blocked either.

In addition to the above disclosures, NCTC is required by law to make disclosures of customer telephone number, name, and address information in certain circumstances, including those described below.

- We are required to provide **listed** customer names, addresses and telephone numbers, on request, to directory publishers. Directory publishers may publish this information in alphabetical or reverse directories that take the form of paper directories, electronic directories over the Internet, or on CDs.
- In some cases, when you dial 911, your name, address and telephone number information is provided to the emergency service provider. By law, we are required to provide this information, including non-listed and non-published information, to emergency service providers and emergency support services providers upon request in order to service public health, safety and welfare.

**Your Control Over the Disclosure of Information**

You may tell us the telephone listings you want to include in our directories and in directory assistance. You also may choose to have a non-published or non-listed number, or to exclude your address from your listing.

Also, as we described above, in certain cases you can block the transmission of your telephone number (and name) over the network to those persons you call.

**E-Mail Communications**

NCTC may use e-mail to communicate with customers about events or new products and services or to respond to visitor's e-mails.